

New and Current Aetna HMO Members (Plan Year: July 1, 2017 – June 30, 2018)
Important Information Regarding Your Health Plan

Your coverage for the new plan year starts on July 1, 2017 and runs through June 30, 2018. As a reminder, Open Enrollment is the only time of the year that you can make changes to your benefit elections, unless you experience a [qualifying event](#) (birth, marriage, divorce, etc.).

Here are a few important reminders regarding your Aetna HMO Plan:

- **ID CARDS:** You will receive new ID Cards in the mail from Aetna prior to July 1. Make sure you begin using the new cards on July 1. Always remember to show your card at the time of your health care service. This will help simplify the billing process.
- **PCP & SPECIALIST VISITS:** You are required to have a designated Aetna **primary care physician (PCP)** and obtain a referral from your PCP to see a specialist (with the exception of urgent care, OB/GYN, emergency room and behavioral health visits). The PCP that you selected, or was assigned to you or your family members, is listed on the front of your new card.

Want to select a different PCP for you or your family members?

Log in to or register for your secure member website at www.aetnavigators.com. Or, call Aetna at 1-877-542-3862. Prior to selecting a new PCP, it is important that you check to make sure they participate in Aetna's HMO network and that they are accepting new patients. If you change your PCP, Aetna will send you a new ID card. Be sure to change your PCP with Aetna before visiting a new PCP not listed on your ID card, in order to prevent claims from being denied.

Previously a Highmark Delaware Plan member and currently see a specialist?

You must contact your Aetna PCP to obtain a referral for specialist visits on or after July 1.

- **LAB SERVICES:** You must use **Quest Diagnostics** for your lab services. To find a Quest lab near you, access www.myaetnainetwork.com or call Aetna at 1-877-542-3862.
- **PREVENTIVE CARE:** Preventive services are **covered at 100%** of the allowable charge (age and gender parameters may apply) and are not subject to a copayment or coinsurance. You can find a list of covered preventive services in the plan booklet.
- **HELP & SUPPORT:** Aetna is there to help with your questions. Call Aetna at 1-877-542-3862.

More detailed information on the Aetna HMO Plan, including a plan booklet, is available on the Statewide Benefits Office (SBO) website at <http://ben.omb.delaware.gov/medical/aetna/index.shtml>.